Robin Boyd Foundation
ABN 50 111 119 807
290 Walsh Street, South Yarra
VIC 3141 Australia
information@robinboyd.org.au
www.robinboyd.org.au

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museum house
education

Robin Boyd Foundation (RBF)
Hedge and Arbour Open Day 2025

Terms & Conditions
Hedge and Arbour Open Day 2025 ticket holders across all sessions acknowledge and agree to the following terms and conditions:

Code of Conduct:
- Respect 'no access' areas.
- Respect the 'no photography' rule.
- Respect the 'shoes off' rule.
- No use of the furniture in the residence.
- Not open cupboards or wardrobe doors.
- Not enter rooms with closed doors.
- Not touch or handle Resident's property.
- Not use bathroom and kitchen facilities.
- Not interfere with any plant material.
- Report any incidents or injuries at the registration station and complete an incident report form.
- Not remove their wrist band.
- Keeping doorways, passageways and stairwells clear.
- Moving efficiently up and down staircases – if the stairs are being used, await their turn.
- Following any instructions given by RBF staff and volunteers.
- No smoking/vaping anywhere in any Residences including outdoor areas.
- No eating or drinking inside any Residences including outdoor areas.
- No pets allowed inside any Residences including outdoor areas. Assistant animals are permitted.

OH&S
- Report any incidents, accidents or injuries at the registration station and complete an incident report form.
- Keeping doorways, passageways and stairwells clear.
- Moving efficiently up and down staircases to avoid congestion.
- Following any instructions given by RBF staff and volunteers.

Tickets
- Tickets are limited and only available through the RBF.
- Tickets must be pre-purchased.
- There is no waitlist and no ticket sales on the day.
- Sessions are not transferable.
- Ticket holders are only eligible to attend their pre-purchased sessions.
- Do not purchase tickets for children 16 years or under, as they are not permitted in any Residence.

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Registration

- You must register during the registration window indicated on your ticket.
- You will need to bring photo identification and register using your name, address, phone and email to gain access to the event.
- Do not remove your wristband until you have completed your Hedge and Arbour Open Day 2025 session.

Access

- Ticket holders will need to give verification of their name, address, phone, email and present valid photo identification at registration to gain access to the event.
- Latecomers may not be granted access.
- Pre-event information and updates will be sent to the email address of the ticket holder used at the time of purchase.
- Ticket Holders acknowledge that Residences are homes and heritage buildings which are not able to be modified for the purpose of universal access. The Residences does not have a wheelchair-accessible toilet on-site. Please contact the RBF on information@robinboyd.org.au for tailored support.
- Ticket Holders will be required to have their shoes checked before entering each residence and may be required to remove them.
- Ticket Holders are required to follow directions of RBF staff and volunteers.
- Residences will be viewed in a guided manner within a timed session.
- Transportation to Belgrave Train Station is the responsibility of the ticket holder.
- There is no ticket holder parking at Hedge and Arbour.
- The number of ticket holders in participating residences at any one time is capped and will be monitored by RBF, staff and volunteers.

Photography

- The RBF creates records of its events and activities for reporting, archival and promotional purposes. These records may include images, films and sound recordings. These records may be used by the RBF and its affiliates:
  – to report on and promote the activities through its own channels including, but not limited to, Annual Reports, website; and
  – to promote activities through a variety of third party channels including print media and social media channels, including but not limited to Instagram, Facebook and Twitter.
- If you are attending the Hedge and Arbour Open Day and become aware that recording is taking place and you do not wish to be recorded, please let the photographer/videographer know and they will make all reasonable efforts to ensure that you are not recorded.

Refunds

- Refunds will only be granted for cancellations made before the deadline of midday Wednesday 2 July 2025.
- Late cancellations and no-shows are not eligible for refunds.

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